

Public Health Service

March 13, 1967

Mr. Leborn Riddle
Building and Grounds Manager
Public Health Service Indian Hospital
Talihina, Oklahoma 74571

Dear Mr. Riddle:

All year long I have planned to write to you to tell you how pleased I was to get a copy of John Spaan's letter of December 19, 1966, to you commending you on your outstanding work in 1966. As you know, I have been completely inundated since returning to work, although my staff did a fine job for me during my absence. Your letter was one of the things I have put off.

Charlie kept me informed of your telephone calls from time to time. Both of us appreciated them a lot.

Nothing pleases us more than to get reports such as John Spaan's on someone in whom we have faith and confidence and whom we have recommended highly. We appreciate having you on our team, too.

Our very best wishes.

Sincerely,

CARL ALBERT, M.C.
Third District, Oklahoma

CA/Wnu



DEPARTMENT OF HEALTH, EDUCATION, AND WELFARE

PUBLIC HEALTH SERVICE

Indian Health Area Office
301 Post Office & Court House Bldg.
Oklahoma City, Oklahoma

Refer to:

CM

December 19, 1966

Mr. Leborn Riddle
Buildings & Grounds Manager
PHS Indian Hospital
Talihina, Oklahoma

Dear Leborn:

I have an old habit (left over from the days when I was in business for myself) of going over the past year's activities to take a look at where we have been, where we are, and where we are headed.

The construction and maintenance operation at Talihina is an especially bright star in this year's picture. One might ask "What is the difference between a good operation and an excellent one?" I would like to share my thoughts with you on this subject.

The best organizations are not those with the most charts, graphs, and reports. Nor are they those with the most sophisticated training programs, or the biggest number of awards granted, or the fewest complaints. In short, they're not those with the greatest complexity.

The best organization is one in which a favorable environment reflects management philosophies which one trusts and respects, with an absence of restraints limiting individual development, assurance to the individual of recognition, opportunity, and fair treatment.

I believe the Indian Health Program is in dire need of an atmosphere in which every employee understands the basic beliefs, purposes and attitudes which breathe life, meaning, and understanding into the piles of brick, mortar, and equipment which make up our hospitals and clinics.

You have demonstrated your ability to develop an organization which leads the parade, which sets the pace in methods and concepts, which keeps its fellow-employee counterparts constantly amazed with its enthusiasm, effort, and results.

You are aware that one of the Construction and Maintenance Branch's goals is to create an organization causing common men to do uncommon things. You have demonstrated an ability to cause men to carry out this creed.

You have recognized that the proper management philosophy, when applied to the right people, can cause a man to grow beyond himself, to reach for, and move toward goals which previously were only distant visions; to improve his performance beyond all expectations, to develop an interest and glowing enthusiasm for work and life, far in excess of any previously assumed limitations.

And, so I would say to you, Mr. Riddle, it is a pleasure to serve with you on the Indian Health Program team. You're going to go far, for such performance is going to reap the rewards which justice dictates must always fall to the victor.

The very best to you and your family in the New Year to come and - -

Merry Christmas,

John Spaan

cc: Representative Carl Albert - Washington, D.C.